



Quality Institute Conference

Establishing a Quality Institute

SAFER • HEALTHIER • PEOPLE™

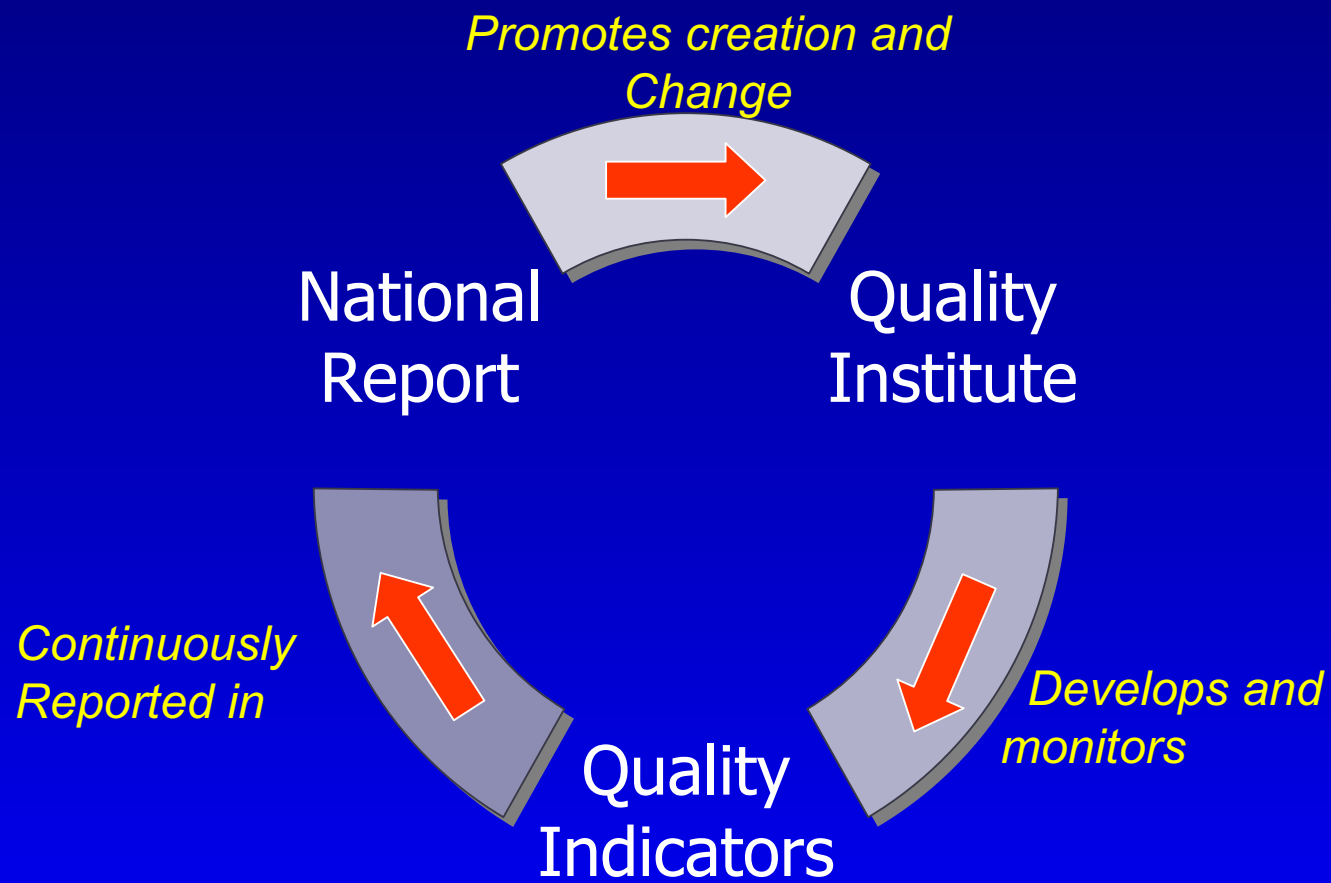
Quality Institute Workgroup Co-Leaders

Joanne Born and Toby Merlin
Joe Keffer and Jon Counts

Conference Vision for Working Groups

Three Interrelated Topics

- Creation of a National Report
- Establish an ongoing Quality Institute
- Development of Quality Indicators



Goals for Today's Workgroup

- Elicit your views on establishing a Quality Institute for Laboratory Services using polling technology
- Elicit your ideas, suggestions, and concerns about a Quality Institute for Laboratory Services during discussion and with open-ended questions

Format & Times

- Introductory Questions (10 min)
- Characteristics of Quality Institute (30 min)
- Need for, and the Organization (50 min)
- **Break** (30 minutes)
- Stakeholders, Mission, Financing (40 min)
- Additional Discussion Items (20 min)

Before we begin...What is your favorite flavor of ice-cream?

1. Chocolate
2. Cookie Dough
3. Rocky Road
4. Strawberry
5. Vanilla
6. Other

Which category best describes the constituency you represent?

1. Laboratory professional
2. Healthcare provider
3. Policymaker
4. Purchaser/health insurer
5. Accrediting and Standards setting Organization
6. Government
7. Diagnostic Industry
8. Healthcare Administrator
9. Patient Advocate

Which category best describes the primary scope of your work activity?

1. Municipal or Regional
2. Institution
3. State
4. National
5. International

Vision for a Quality Institute

- Ongoing independent organization
- Broad representation – laboratories, users, insurers, payers, consumers, etc.
- Board of directors
- Public accountability
- Clearing house and integrator of data and information
- Broad-based funding

Mission of the Quality Institute

- Conduct and fund research and surveillance on the delivery of lab services
- Develop policies that enhance services
- Promote guidelines/standards of practice
- Assist in setting national & local priorities
- Link with National Healthcare Goals
- Develop National Report and Indicators for Quality of Laboratory Services

Goals for the Quality Institute

- Seamless delivery of high quality laboratory services
- Rapid incorporation of new technology and standards of practice
- Focused efforts on important issues/gaps
- Partnerships to accomplish priorities
- Improved patient safety and service quality
- Better coordination between “users” and “providers” of laboratory services

Establish a Quality Institute (QI) - Issues

- Need for a QI
- Organization
- Stakeholder participation
- Mission
- Financing
- Relation to other organizations
- Facilitating factors & barriers to participation

Quality Institute

Need for a Quality Institute

An new ongoing Quality Institute is needed to address patient safety and quality issues for laboratory services.

1. Strongly Agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Current professional laboratory and clinical organizations adequately address patient safety and quality issues related to the delivery of laboratory services.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Models for the Organization of a Quality Institute

Compare and Contrast with
Possible Framework of QI

Models for Organization of a QI - Background

- Several organizations have been established to address medical errors, patient safety, and the quality of health care

Patient Safety & Quality of Care Organizations

- **NCQA** – National Committee for Quality Assurance
- **NQF** – National Quality Forum
- **NPSF** – National Patient Safety Foundation
- **IHI** – Institute for Health Care Improvement
- **ISMP** – Institute for Safe Medical Practices
- **APSF** – Anesthesia patient safety foundation
- Washington State Clinical Laboratory Initiative

Quality Institute

Organization

The Quality Institute for laboratory medicine should be organized as a part of federal government agency
(e.g., the Center for Patient Safety in AHRQ or CDC)

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Quality Institute for laboratory medicine should be organized as a new independent organization

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Quality Institute for laboratory medicine should be organized as an independent not-for-profit private organization (e.g., NCQA, NPSF, IHI, etc)

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Quality Institute for laboratory medicine should be organized as a new or expanded mission for one or more existing professional laboratory organizations

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Quality Institute for laboratory medicine should be organized as a coalition of existing professional laboratory organizations

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Stakeholder Representation

Who should be represented at the
Quality Institute?

The Quality Institute should have broad-based representation that includes policy makers

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Quality Institute should have public (patient or consumer) representation

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Board of Directors for the Quality Institute should include broad representation from labs, users, consumers, payers, insurers and other groups in the healthcare delivery system

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Mission of a Quality Institute

The mission of a Quality Institute should include surveillance of laboratory services

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The mission of a Quality Institute should include research on laboratory services

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The mission of a Quality Institute should include education of public, users, payers, policy makers about laboratory services

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The mission of a Quality Institute should include serving as a clearinghouse for laboratory service data and information

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The mission of a Quality Institute should include policy analysis concerning delivery of laboratory service and other issues in laboratory medicine

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The mission of a Quality Institute should include dissemination and implementation of best practices

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Financing

Examples of other groups

The Quality Institute could be best financed from which of the following sources?

1. Public financing
2. Private financing
3. Both public and private sources of funding

Relationship of a Quality Institute to Other Organizations

A Quality Institute should work closely with current professional laboratory organizations

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

A Quality Institute should work closely with other patient safety organizations

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

A Quality Institute should work closely with other national healthcare monitoring and improvement organizations

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Facilitating Factors and Barriers to Individual and Organization Participation in Establishing a Quality Institute

What factors would facilitate your organization contributing to establishing a Quality Institute?

What factors would be a barrier
to your organization contributing
to establishing a Quality
Institute?



*Thank You
for
Your
Participation*

SAFER • HEALTHIER • PEOPLE™